

# **Growth, Economic Development and Communities Performance Dashboard**

## **Financial Year 2020/21**

### **Results up to end of June 2020**

**Produced by Strategic Commissioning - Performance & Analytics**

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## Guidance Notes

### RAG RATINGS

Results in this report show either quarterly data or Year to Date (YTD) values.

<b>GREEN</b>	Target has been achieved
<b>AMBER</b>	Floor Standard* achieved but Target has not been met
<b>RED</b>	Floor Standard* has not been achieved

\*Floor Standards are the minimum performance expected and if not achieved must result in management action

### Activity Indicators

Activity Indicators representing demand levels are also included in the report. They are not given a RAG rating; instead they are compared with previous year or tracked within an expected range represented by Upper and Lower Thresholds. The Alert provided for Activity Indicators is whether they are in expected range or not. Results can either be in expected range (**Yes**) or they could be **Above** or **Below**.

## Key Performance Indicators Summary

Economic Development (ED)	RAG
ED05 : Number of homes brought back to market through No Use Empty	GREEN
ED08 : Developer contributions secured against total contributions sought	GREEN
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

Environment, Planning and Enforcement (EPE)	RAG
DT14 : Percentage of Public Rights of Way (PRoW) faults reported online	No targets set due to Coronavirus
EPE04 : Number of businesses supported by EPE services	
EPE15 : Income generated by EPE charged for services	
EPE16 : Median number of days to resolve priority faults on Public Rights of Way	
EPE18 : Investment secured by EPE services (Grants / EU funding)	
EPE19 : Number of volunteer hours contributing to delivery of EPE services	

Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	No targets set due to Coronavirus
LRA12 : Customer satisfaction with libraries	
LRA13 : Customer satisfaction with archives	
LRA19 : Customer satisfaction with Libraries Direct Services	
LRA20 : Customer satisfaction with PCs and Wi-Fi	
LRA15 : Number of customers attending events in libraries and archives	
LRA17 : Number of volunteer hours adding extra value to the LRA service	
LRA21 : Percentage of registration appointments available within statutory time targets	
LRA22: Percentage of total issues as e-issues	

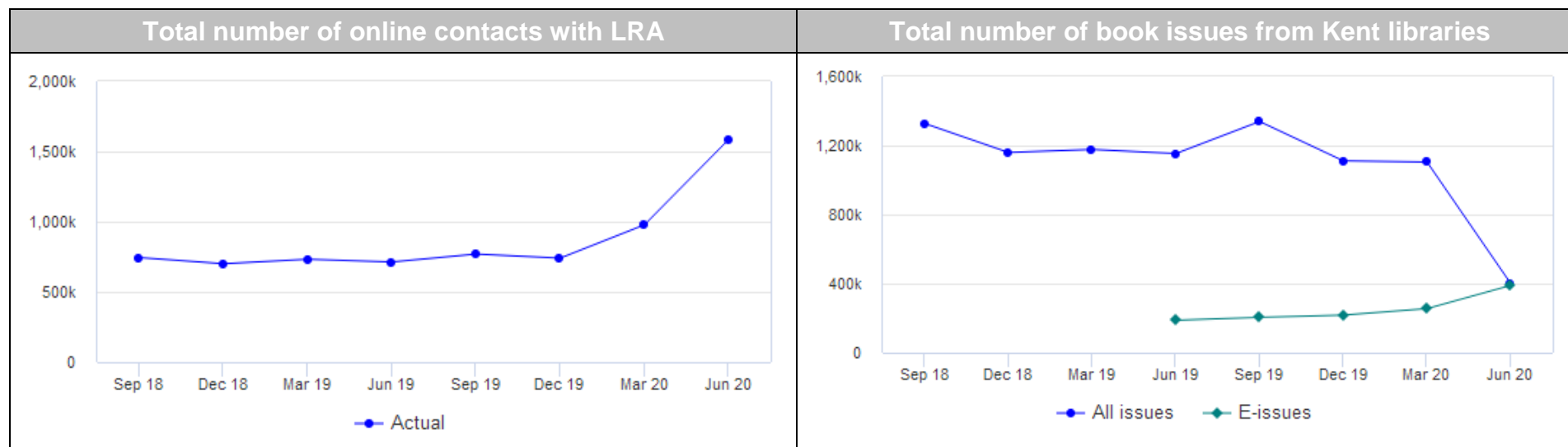
Division	Director	Cabinet Member
Economic Development	David Smith	Mike Whiting

Ref	Performance Indicators	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	YTD RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	464	465	511	551	519	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	100%	100%	82%	99%	100%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract	648	373	743	1,634	552	GREEN	262	225
ED11	Businesses assisted through intensive support provided via the Growth Hub contract	36	60	58	10	26	GREEN	25	20

ED11 – To be counted in this indicator, businesses need to have received more than 12 hours of support.

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives (LRA)	James Pearson	Mike Hill

Ref	Activity Indicators	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,153	1,339	1,111	1,104	<b>400</b>
LRA03	Total number of audio and e-books issued (000s)	188	204	218	255	<b>390</b>
LRA04	Number of online contacts to Libraries and Registration services (000s)	639	695	662	913	<b>1,471</b>
LRA24	Number of online contacts for Kent archives (000s)	74	74	78	64	<b>104</b>



Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill

**Key Performance Indicators** during the COVID-19 Lockdown Period

Indicator	Definition	Q1 20/21
Number of Online Joiners	The number of customers who join online to access online and e-resource services	4,991
Percentage Increase in e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	108%
Number of items issued from Prison Libraries	Total number of books issued to wings + individuals where the library can be opened and staffed	4,517
Total reach on Libraries Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	1,222,800
Number of virtual activity sessions	Number of events on Facebook e.g. Storytime	27
Number of engagements with virtual activity sessions	Number of post clicks + number of reactions for 4 weeks from date of post	10,783
Number of calls to Libraries Direct Customers	Number of engagements with customers from Home Library Service, Postal Loan and Mobile Library Services	3,418
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered via Email, Govmetric, Out of Kent chat, Qidget chat, Social Media and Kent chat	2,138
Number of death registrations	Number of death registrations for Kent and Bexley completed during reporting period	5,350
Percentage increase in death registrations	% increase of death registrations as a comparison with same reporting period in previous year	40%
Total reach on Archives Social Media	Total reach on Facebook + New Twitter followers	87,770
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media and online	655

Appendix 1

Division	Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q1 Target 19/20	Q1 Floor 19/20
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	68%	70%	76%	65%	<b>88%</b>	85%	75%
EPE04	Number of businesses supported by Trading Standards and the Sustainable Business Team	116	143	163	121	<b>388</b>	105	94
EPE15	Income generated by EPE charged for services (£000s)	845	1435	1026	1,394	<b>450</b>	740	680
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	21	16	15	14	<b>13</b>	24	28
EPE18	Investment secured by EPE services (Grants / EU funding) (£000s)	791	661	1,388	2,165	<b>303</b>	700	633
EPE19	Number of volunteer hours contributing to delivery of EPE services	9,966	10,488	10,973	19,899	<b>847</b>	13,665	12,300

**Appendix 1**

<b>Service Area</b>	<b>Head of Service</b>	<b>Cabinet Member</b>
<b>Environment, Planning and Enforcement</b>	<b>Stephanie Holt-Castle</b>	<b>Mike Hill</b>

<b>Ref</b>	<b>Activity Indicators</b>	<b>Q1 20/21</b>
EPE02	Value of criminal activity investigated by Trading Standards	£84,880
EPE03	Value of items prevented from entering or removed from the market by Trading Standards	£6,274,016